

294894

Latimer, Becky

From: Latimer, Becky
Sent: Wednesday, October 21, 2020 11:30 AM
To: [REDACTED]
Subject: 2020-125-E

Dear Margaret E. Storick:

This email is to acknowledge that the Public Service Commission of South Carolina has received your Letter of Protest. Please be advised that your Letter of Protest will be placed in the Protest File of the Docket listed below and on the Commission's Website at www.psc.sc.gov.

- Docket No. 2020-125-E - Application of Dominion Energy South Carolina, Inc. for Adjustment of Rates and Charges (See Commission Order No. 2020-313)

A Protestant is an individual objecting on the ground of private or public interest to the approval of an Application, Petition, Motion or other matters which the Commission may have under consideration. A Protestant may offer sworn testimony but cannot cross-examine witnesses offered by other parties.

According to the Commission's Rules of Practice and Procedure, filing a Protest does not make you a Party of Record. A Protestant desiring to become an Intervenor (i.e., a Party of Record) in a proceeding before the Commission may file a Petition for Intervention within the time prescribed by the Commission.

You can follow this Docket and other daily filings made at the Commission by subscribing to the Commission's Email Subscriptions at: <https://dms.psc.sc.gov/Web/Email>; or you may follow specifically Docket No. 2020-125-E at: <https://dms.psc.sc.gov/Web/Dockets/Detail/117462>.

Your Request to participate in the hearing will be forwarded to our legal department .

If we may be of further assistance to you, please do not hesitate to contact us.

Sincerely,

Becky Latimer

Latimer, Becky

From: Wilson, Elise
Sent: Wednesday, October 21, 2020 11:22 AM
To: Latimer, Becky
Subject: FW: [External] Fwd: Regarding Your Request [InteractionID:4dc9e2ad-6408-401d-ba84-8a0ba1c4792f]

Did you handle this one?

From: [REDACTED]
Sent: Saturday, October 17, 2020 8:48 PM
To: PSC_Contact <Contact@psc.sc.gov>
Subject: [External] Fwd: Regarding Your Request [InteractionID: [REDACTED]c4792f]

This will serve as notice that I am to participate in the hearings. Margaret Storick, [REDACTED]e, Summerville, SC 29483,

Respectfully submitted,
 Margaret E. Storick

-----Original Message-----

From: [REDACTED]
To: SCContactUS@DominionEnergySC.com <SCContactUS@DominionEnergySC.com>; mediaquestions@ethics.sc.gov <mediaquestions@ethics.sc.gov>; contact@psc.sc.gov <contact@psc.sc.gov>
Sent: Sat, Oct 17, 2020 8:46 pm
Subject: Re: Regarding Your Request [InteractionID:4dc9e2ad-6408-401d-ba84-8a0ba1c4792f]

You can mumble jumble all you want at Dominion Energy SC but the bottom line is you NEVER have fulfilled your promises to the public for the price choosing you have placed on your customers. Lie after lie about how much better we would be in SC with Dominion and we have received nothing, absolutely nothing but problems. I can't wait for the hearings to show how your word is not your bond, the false advertisement, the false customer service, the abhorrent billing practices and the inability to resolve any and all issues when confronted. You have a wonderful way of manipulating words and statements to your own vices, however it is to the detriment of others that you have sought to exhibit.

I am a widow and living on social security, I have to borrow from family to pay bills that are beyond my control. I leave my a/c at 78 degrees and my heat at 58 degrees and always the bills are high...no let me rephrase that .. they are appalling. I wish that SCE&G were back and I had the ability to change the wrong that was done to the people of the state of South Carolina.

I am not safe to be place in a medical situation where my health is at risk because your rates are high. Your financial interests far exceed the interest of the customer's best interests. There is nothing medically for the elderly at reduced rates. Furthermore, your own website doesn't indicate payments made and sends cut off or disconnect notices for payments already rendered and cleared through my bank! Customer service has the same records and when you call to confront someone they say, "you haven't paid when in

reality you have paid, the payment has cleared the bank and no one will allow you to show proof of payment just further scare tactics. I repeatedly ask for email contact to resolve this but in turn just get another customer service representative that can't change your own rules and regulations.

I will be happy to participate in the November PSC of SC Consumer feedback related to Dominion Energy of SC request for rate adjustments, Docket No.2020-124-E.
125

You should be ashamed of yourself but instead will find another play on words to humiliate the customer and make their life miserable instead of coming up with resolutions.

Margaret Storick

From: SCContactUS@DominionEnergySC.com
To: [REDACTED]
Sent: Sat, Oct 17, 2020 7:53 am
Subject: RE: Re: Regarding Your Request [Interaction]

Dear Margaret Storick,

Thank you for following up with us concerning your bill.

We understand your concern with your bill amount and we hope these tips and attached chart will be beneficial in explaining energy consumption.

During abnormally warm weather, your air conditioning system has to work harder to maintain your thermostat setting. As a result, your energy bill may be higher than normal.

Here are a few things you can do to keep your cooling costs down:

- Set your thermostat at 78°F or higher. Each degree below 78°F can significantly increase cooling costs, which makes up more than 49 percent of your monthly energy bill.
- Programmable thermostats (when programmed properly) allow you to conveniently maintain the comfort of your home when you are there and reduce energy costs when you are not.
- Caulk, seal and weather-strip around all seams, cracks and openings to protect against drafts.

You may also visit our website at <https://www.DominionEnergySC.com/for-my-home/save-energy-money/energy-saving-tips-projects> for additional tips to save.

We have also compared your 2019 individual monthly utility bills with 2020's individual monthly utility bills. Based on our findings, the utility bills from 2019 were either slightly above or nearly equal to the bill amount from 2020.

For example, June's billing statement from June 2019, before a credit was applied due to an overpayment, was \$260.46. June's billing statement from June 2020 was \$240.80. July 2019's billing statement was \$312.13 and July 2020's billing statement was \$275.38. August 2019's billing statement was \$320.74 and August 2020's billing statement was \$364.28. We have attached a billing chart to this email for your records. Please refer to the "Total Utility Charges" column to compare 2019's individual monthly bill amount with 2020's individual monthly bill amount.

If further assistance is needed, please let us know. We appreciate the opportunity to serve your energy needs.

Thank you,

Ivan

Dominion Energy Customer Service

----- Original Message -----

From: [REDACTED]
To: "Contact Us - SC" <SCContactUs@DominionEnergySC.com>
Sent: Fri, 16 Oct 2020 07:01:25 -0400
Subject: Re: Regarding Your Request [Interaction]

The problem is why do I go from one extreme to another?
Someone needs to physically check what is going on with
my home and why the bill is so high.

-----Original Message-----

From: SCContactUS@DominionEnergySC.com

To:

Sent: Fri, Oct 16, 2020 6:55 am

Subject: RE: Re: Regarding Your Request [Inter

Dear Margaret Storick,

Thank you for contacting us regarding your account.

We completely understand your income status and we are more than willing to assist you in any way we can. We apologize for any inconveniences or frustration you experienced when attempting to contact customer service.

On yesterday, October 15, 2020, a supervisor attempted to reach you at primary phone number listed on your account. She reached your voicemail and then left a message for you to contact her at your earliest convenience.

Regarding the bill in the amount of \$666.16, our records indicate August's billing statement dated August 12, 2020, was \$364.28. August's bill was due September 1, 2020. At that point, we had not received a payment for August's bill. On September 11, 2020, September's billing statement generated in the amount of \$301.88 and included the past due amount from August's bill in the amount of \$364.28. The total amount due then was \$666.16. On October 2, 2020, a payment in the amount of \$666.16 was applied to your account. The account balance was then zero.

Two additional payments were applied to your account on October 8, 2020, in the amounts of \$274.28 and \$364.28. Due to the overpayments, your account then had a credit in the amount of \$638.56. The credit in the amount of \$638.56 was applied to October's billing statement that generated on October 12, 2020, in the amount of \$164.48. Your account currently reflects a credit in the amount of \$474.08

Please note: Our records indicate there are solar panels on your home. Unfortunately, for several months, the solar panels have not generated any power. Feel free to contact your solar company to determine why the solar panels are not generating power.

If further assistance is needed, please let us know. We appreciate the opportunity to serve your energy needs.

Thank you,

Ivan
Dominion Energy Customer Service

----- Original Message -----

From: SCContactUs@DominionEnergySC.com

To: "Contact Us - SC" <SCContactUs@DominionEnergySC.com>

Sent: Thu, 15 Oct 2020 10:05:31 -0400

Subject: Re: Regarding Your Request [InteractionID:

I don't do calls anymore to customer service because they upset me too much. You just need to be nice and figure out why my bill is so bad when I keep it at 78 and am still hot. as it said before my social security is 564 a month and the bill was 666.16 so i am upset. this is robbery and you people need to have to get on the ball and figure it all out without putting me thru more drama.
margaret

-----Original Message-----

From: SCContactUS@DominionEnergySC.com

To:

Sent: Thu, Oct 15, 2020 9:45 am

Subject: Regarding Your Request [Interaction]

Dear Margaret E. Storick,

Thank you for recently contacting us.

Based on your concerns, a supervisor has attempted to contact you today, October 15, 2020 at approximately 9:20 AM and has left a voice message at the primary phone number we have listed on your account. At your earliest convenience, please call our Customer Service Center at 1-800-251-7234, Monday through Friday from 7:00 AM until 6:00 PM.

Thank you,

Laura

Dominion Energy Customer Service